

ACTIVE CASES
Analysis December 2004 QA Results for Food Stamps

Sample Size: 87
(drops excluded)

Totals for December 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2005 ERROR RATE
STATEWIDE	\$15,152.00	12	\$, 915.00	6.04%	4.9%
MILWAUKEE	6,525.00	4	261.00	4.00 %	6.0%
BAL- STATE	8,627.00	8	654.00	7.58%	4.1%

ERROR CAUSES BY TYPE

7- Agency Preventable Errors
5- Client Errors

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Of the Agency Preventable Errors, 2 were in Milwaukee, and the other 5 were in five counties: Buffalo, LaCrosse, Marathon, Marquette, Oneida and Trempeleau. Two client errors were in Milwaukee and three were in the balance of state.

TYPES OF A.P.E. ERRORS (7):

- **Regular Earned Income (3):**
Failure to correctly budget earnings.
Failure verify and budget earnings reported on SMRF
- **Unearned Income(2):**
Failure to correctly Unemployment Comp. Benefits.
Failure to budget Veterans benefits, known to agency.
- **Shelter(1):**
Failure to budget rent that was verified in the record.
- **Utilities (1):**
Failure to budget correct utilities. The verification was in the agency file.

TYPES of CLIENT ERRORS (5):

- **Unearned income (2):** failure to report Worker Compensation payments and Disability Pay.
- **Shelter & Utilities (2):** failure to report correct rent at review, and failure to report move and rent/utilities changes (EBD case reporting rules).
- **Household Composition (1):** at multiple reviews, failed to report baby born.

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE?

Two of the errors were made at application, three made at reported change.

WHEN WERE THE CLIENT ERRORS MADE?

Three client errors were at reviews; two were at time of the change (for non-reduced reporting households).

EFFECT OF SMRF PROCESS: Only one case involved an agency error in failure to verify information on a SMRF.

TRENDS OR RECOMMENDATIONS:

- At 4%, Milwaukee had a low error rate compared to the balance of the state for December, and consequently helped keep the overall rate low in light of a spike in errors in balance of state. The "APE" dollars in Milwaukee only accounted for 36% of their total \$261 error dollars.
- Client errors spiked statewide. Two of the five were for non-reporting by households that are EBD, and have more stringent reporting rules.
- The two disability pay client non-reporting errors suggests that agency workers should ask additional questions when a worker ends or reduces hours because of pregnancy or illness. Questions should be asked: Do they get paid for missed work by the employer or the employer's or individual's insurer? How have they been paying their bills? While it is considered a client error, it could possibly be prevented.

BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for December 2004 (including client errors):

Marathon County, \$156 Agency Preventable Error: The agency had verification of Veterans benefits in the case record. Case comments state the income had been budgeted under the mother's name but really should have been in the child's name; the agency worker ended the mother's segment, but never created an AFUI segment for the child.

Milwaukee County, \$129 Client Error: At application, the client failed to report she was receiving Workers Compensation payments.

Dane County: \$118 Client Error: This customer failed to report she had a child born Sept. 2003. She completed a review December 2003, at which time it was required to be reported. She completed another review June 2004, and submitted a SMRF November 9, 2004. At no time did she report the correct household composition. Since there is the possibility her motivation was because the potential father is in the home, which she didn't want reported, a fraud investigation might be indicated to verify current and past household composition.

mbw
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